

MICHIGAN STATE CAPITOL COMMISSION

POSITION DESCRIPTION

THIS POSITION DESCRIPTION DOES NOT CONSTITUTE A CONTRACT.

POSITION: Capitol Tour Guide

AGENCY: Michigan State Capitol Commission

DIVISION: Capitol Tour and Information Service

SALARY SCHEDULE RANGE: \$32,238.00 Annually

STATUS: Full-time with state benefit package

GENERAL DESCRIPTION OF POSITION:

The employee in this position conducts guided tours of the Michigan State Capitol Building and grounds for individuals and groups, informing them of the building's architecture, history, construction, the legislative process, artwork, and state government functions. Staffs the tour guide information desk, answers the telephone, responds to inquiries from callers and visitors, and assists with Capitol events. Schedules tours of the Capitol and Michigan Historical Museum. The employee will also work on historical research projects. This is an at-will, non-partisan position.

EXAMPLES OF WORK:

- Provides guided tours of the Michigan State Capitol and grounds to individuals and groups, informing them about the building's construction, history, restoration, architecture, artwork, the legislative process, state government, and Michigan history.
- Schedules tours of the Capitol and the Michigan Historical Museum. Answers calls to schedule tours, enters tour data into the computer, sends confirmation letters and updates tour bookings and cancellations. Notifies legislators in a timely fashion of tours from their districts.
- Staffs the Tour Guide Information Desk to greet and direct visitors. Answers the telephone, routes calls, and provides information upon request about the Capitol, Michigan history, Lansing area services, and state and federal government.
- May assist in preparing informational materials, exhibits, and displays for the public.
- Helps to oversee the Capitol docent program, including training, assessment, evaluations, and assistance with end-of-the-year docent appreciation activities.
- May write, edit, and distribute *Capitol Notes* on a weekly basis.

- Works after hours for special events such as Silver Bells, the Governor's Inauguration, judicial swearing-in ceremonies, receptions, rallies, Youth in Government Program and other special events.
- Makes off-site presentations upon request to community groups such as senior centers, church groups, civic groups, historical societies, etc.
- Maintains the Capitol's brochure distribution center. Orders brochures and monitors the inventory to keep supplies available.
- Performs related work as assigned, including, but not limited to, assisting Capitol facility staff with cleaning, snow shoveling, flower bed maintenance and assisting annual flower planting day activities.
- Performs other duties as assigned, including historical research projects.

KNOWLEDGE, SKILLS, AND ABILITIES THE EMPLOYEE SHALL EXHIBIT IN THE POSITION:

- Ability to make effective presentations to individuals and groups of all ages and education levels in a personable and effective manner.
- Excellent oral communication skills, with a clear speaking voice.
- Ability to deal skillfully with diverse groups under a variety of circumstances.
- Thorough knowledge of the design, construction and history of the Capitol.
- Knowledge of legislative operations and state government functions.
- Knowledge of Michigan history.
- Knowledge of Lansing area and state tourist attractions.
- Ability to learn and administer first aid and CPR techniques.
- Knowledge of Capitol building emergency procedures.
- Personable telephone manner and neat appearance.
- Ability to work independently.
- Ability to work cooperatively with other employees and Capitol staff.
- Ability to deal diplomatically with difficult customers.

- Ability to solve on-the-spot problems and maintain control of tour group.
- Ability to maintain highly favorable public relations and work cooperatively with legislators, staff, and the general public.
- Ability to physically lead tours around the Capitol, including climbing stairs and standing for prolonged periods.
- Ability to learn and use internal software programs, including employee self-service, DCDS, email, and tour guide scheduling database.
- Knowledge of computers, including Windows applications.

MINIMUM QUALIFICATIONS FOR THE POSITION:

- High school graduate or GED Certificate required, with preference for candidate with post K-12 coursework in history or political science.
- Experience using personal computers required.
- Experience in public speaking or making group presentations required.
- Must be physically able to perform the essential functions of the position.

NECESSARY SPECIAL REQUIREMENTS:

- Must be willing and able to work irregular hours and overtime as required, including nights and weekends.
- Must be willing to work holidays on a rotational basis.
- Must be able to stand for prolonged periods and climb stairs frequently.
- Must be able to hear and be heard in a noisy environment.
- Must be willing and able to work with children.
- Must maintain a professional, friendly attitude, including forming and upholding a positive image of the Capitol and state government.
- Must be willing and able to be certified in CPR and first aid.